

7a. Customers Reaction Worksheet

Name: _____

Directions

Read about the action of a WIC customer on the left. On the right, list the most useful and appropriate reaction (yours) AND then list one inappropriate reaction (one you would never use).

WIC Customer Action

Cashier (Your) Reaction

Example

Seems nervous and confused as she approaches the checkout. Explains that this is the first time she's shopped with a WIC check.

good →

Reassure her that you will help her be successful. Explain steps as you go.

not good →

Tell her to hurry up. Ask, "Why didn't you figure this out at the clinic?"

1. Looks around nervously and asks in a very quiet voice, "I'm not sure if this product is WIC approved. Who could help me?"

good →

not good →

2. Acts rushed and in a hurry. Practically throws all food items on the checkout. When asked if she separated WIC items from non-WIC items, she groans.

good →

not good →

3. Has selected a non-WIC approved flavor of fruit juice.

good →

not good →

4. Presents a WIC check that is not valid for another three days.

good →

not good →

